

WATERFORD TOWNSHIP PUBLIC LIBRARY

Director's Report – December 2019

FROM THE DIRECTOR

Our annual Staff Appreciation Breakfast and in-service meeting included a preview of projects for the coming year.

- Dedicating 2 Internet computers in Adults Services to enable census response online.
- Our Children's Department received a grant through Oakland Schools and Oakland Great Start Collaborative to be a beta test site for an early literacy enhanced storytime program. These Evening Story Times for ages 6 months-4 years will take place over 12 weeks from mid-January through early May.
- Adults programs will include participation in Great Michigan Read. *What the Eyes Don't See* by Dr. Mona Hanna-Attisha is the chosen title. Our discussion will take place in March. Other programs planned include a cooking demonstration and a travelogue.
- The Library Garden Club is preparing to replant the islands in the parking lot with trees.
- Poetry Leaves will present more videotaped interviews with published poets from the Metro-Detroit area, cablecast by Media Network of Waterford. The Exhibition will take place from May 20 through June 3. Deadline to submit a poem is March 27, 2020.
- Capital Improvements include new carpet in the Circulation Lobby, Adults Services and the Quiet Study Room.
- A committee of staff will develop and help us implement a plan to promote library card registration with a goal of increasing the percentage of cardholders to 35%.

SERVICE UPDATES

The following Service Updates are highlights by our department heads of activities their staff have been involved in this month.

Adults', Outreach, & Teens' Services

Submitted by J. Hansen, Head of Adults' & Outreach Services

Greg Orol, an Outreach patron with some mental issues, had to be banned for 90 days starting December 5 due to unacceptable behavior pertaining to his phone calls to us.

I made some progress weeding the 300s. Mary weeded the entire teen collection.

At my request, Andrew installed a patron-facing monitor at both of the adult desk computers to allow patrons to see the same thing the librarian is seeing on their screen. This will allow much better communication between the patron and librarian during our in-person transactions. The outer monitor can easily be turned on and off as needed to protect patron privacy.

Liz attended TLN Adult Services Committee program presenters showcase which was held at the Rochester Hills Public Library and got quite a few good ideas for programs we can offer in 2020.

Heather Purdon completed her Library Technical Associate degree and will be leaving her Outreach Clerk job to start her new position in Technical Services in January. Two Circulation Clerks expressed interest in the Outreach Clerk position, so I worked on preparations for how to fill that job.

Outreach circulation detail		Home or Mini-Branch Visits with Materials	
Materials delivered to homes	194	Homebound Visits	43
Materials used at mini-branches NOTE: No count from Whispering Woods this month because they had some water leakage/damage in the area where the library is located.	158	Senior sites: Canterbury-on-the-Lake & Lockwood	2
TOTAL	352	TOTAL	45

Children's Services

Submitted by C. Walker, Head of Children's Services & Page Supervisor

During December, we finished our Saturday programs for children ages 4+ years of age before Christmas. Overall, library foot traffic was down this month as families are busy with the approach of the holidays and the winter school break. Our storytime this month featured the Dr. Seuss' story "How the Grinch Stole Christmas" with games, crafts, and goodies. We showed the movie in the afternoon. We also had our last Lego Club of the year. The children's department finished ordering materials as of December 1st. We continued to work on weeding the collection and getting ready for our winter storytimes and programs.

Circulation Services

Submitted by J. Deahl, Circulation Services Coordinator

Our final department meeting for year was Friday, December 13, 2019. At that meeting, the circulation staff were instructed to refrain from using the paper method of pulling hold requests and to use the electronic method instead. Prior to that meeting half of the department had shifted to using our tablet while the remainder chose to continue with paper. While the result is same, issues began arising because the two methods differ substantially and materials not found are handled differently.

Two of our clerks expressed an interest in transitioning from the Circulation department over to Outreach Services when one of two positions in outreach becomes vacant at the start of 2020. I am expecting the department to be short staffed as early as January 2, 2020. As is always the case, the vacant schedule must be offered to anyone presently on staff before we can set the wheels in motion to begin filling the position.

DONATIONS

Total \$300

- Joel & Dorothy Walter, \$300, unrestricted

PROGRAMS IN THE LIBRARY AND OFF-SITE

PROGRAM	PARTICIPANTS
ADULTS	
Waterford Genealogy Society (2 sessions)	43
Waterford Genealogical Society Evening	5
Evening Book Discussion	6
Afternoon Book Discussion (no meeting this month)	0
Poetry Writers Workshop	5
Waterford Writers Workshop (2 sessions)	14
Weekly Knitting Group (3 sessions)	27
Tests proctored	3
SUBTOTAL	103
TEENS	
Tuesday Teens (1 meeting)	9
SUBTOTAL	9
CHILDREN	
Saturday Special: Grinch Day (ages 5+)	100
Lego Club (ages 5+) – 2 sessions	26
Family Movie: The Grinch	17
Christmas Tree Lighting Exhibitor (off-site)	170
Breakie Bunch Daycare Visit (off-site)	32
SUBTOTAL	345
TOTAL PROGRAM PARTICIPATION	457

2019 STATISTICAL SUMMARY				
		2017	2018	2019
ANNUAL				
CARDHOLDERS				YTD
	TOTAL	22,112	22,655	20,503
	NEW	2,826	168	131
	% RESIDENTS	30%	31%	28%
COLLECTION				
	TOTAL	602,814	531,523	858,349
	eCONTENT	484,558	374,144	438,192
	% eCONTENT	80%	70%	51%
MONTHLY - DECEMBER				
TOTAL SERVICE HOURS		215	0	
VISITS				
	TOTAL	51,540	56,711	47,868
	IN-LIBRARY	10,037	11,797	11,123
	AVG/DAY	460	516	475
	REMOTE	41,503	44,914	36,745
CHECKOUT TRANSACTIONS				
	TOTAL	18,158	20,564	17,014
	eCONTENT	3,725	4,269	4,436
	% eCONTENT	21%	21%	26%
INTERLIBRARY LOAN				
	SENT	2,551	3,956	1,868
	RECEIVED	3,168	2,303	2,596
NET LENDER / (NET BORROWER)	NET	(617)	1,653	(728)
REFERENCE TRANSACTIONS				
	TOTAL	1,253	1,524	822
	AVG/HOUR	6	6	4
TOTAL MEETING ROOM BOOKINGS				
(2019 count includes Assisted Study and Group Study rooms)	TOTAL HOURS	323	297	278
Page 4 of 4			DECEMBER 2019	